

M E M O R A N D U M

To: Thomas Flournoy , Cluster Manager
Indio Workforce Service Office 1440

Date: June 22, 2009

File No.: 74:RG:14

From: Ernesto Magaña
Employment Development Department

**Subject: MONITOR ADVOCATE OFFICE ON-SITE ANNUAL REVIEW
PROGRAM YEAR 2008-2009
INDIO WORKFORCE SERVICE OFFICE
FINAL MONITORING REPORT**

This Final Monitoring Report summarizes the results of the California Monitor Advocate Office's (MAO) Migrant and Seasonal Farmworkers (MSFWs) on-site annual review of the Indio Workforce Service (WS) Office. Rebeca Guerra, Associate Monitor Advocate, conducted this annual review on May 11, 2009 through May 15, 2009. We focused our annual on-site review on the full range of employment services, benefits, and protections, including the full range of job and training referral services, counseling, and testing provided to MSFWs.

The MAO conducted this annual on-site review under the authority of all related Federal Regulation, including Title 20 of the Code of Federal Regulation (CFR), Chapter V, Parts 651, 653, and 658, applicable State laws, and Employment Development Department (EDD) Job Service (JS) policies and procedures. Specifically, Title 20 CFR, Part 653.108, requires the MAO to perform ongoing reviews of services provided by the EDD to MSFWs.

We collected information for this report by examining the Indio and Blythe WS office provision of services, job information sharing, job application taking process, outreach program operation, data collection, agricultural clearance order activity, and JS complaint system. Additionally, we interviewed the Marysville WS office management and staff.

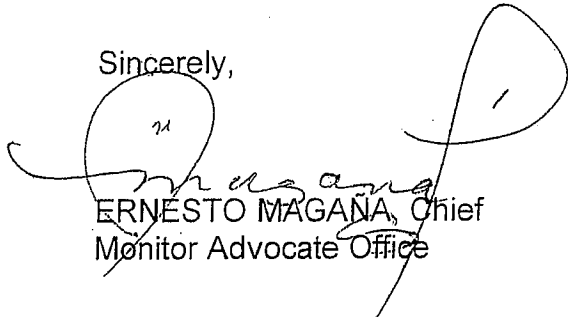
Our annual monitoring review revealed the following observation:

- Observation:** During the outreach activities ride-along, we observed that the Indio Outreach Worker (OW) makes appointments with MSFWs in the living and working areas for specific Unemployment Insurance (UI) assistance and guidance, and failed to provide explanation of full range of JS services, benefits and protections as outlined in the MSFW Outreach Manual and in accordance to Federal Regulation.
- Citation:** 20 CFR 653.107, Outreach Manual Chapter 02-00-00 and JS Policy and Procedure Manual, Chapter 40
- Recommendation:** The MAO recommends that management ensures the Indio OW is aware of the MSFW Outreach Program guidelines, detailed OW duties and responsibilities and EDD Policy regarding JS staff role and responsibilities with UI customers as outlined in Chapter 40 in the Job Service Policy and Procedure Manual.
- Response:** The Indio JS office responded with a Corrective Action Plan that included the following;
- Re-assignment of Primary OW for a duration of 6 months to mainstream WS activities for remedial training on WS programs and services
 - Structured review of Outreach Manual and Federal Regulation 20 CFR 653.107
 - Structured review of JS Policy and Procedural Manual
 - Detailed review of position statement for Outreach Worker duties
- Discussion:** The MAO analyzed the Indio WS office Corrective Action Plan and determined that it properly addresses the observation.

Mr. Thomas Flourney
June 22, 2009
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Please extend our appreciation to your staff for their cooperation and assistance during our review. If you have any questions, please contact Rebeca Guerra at (916) 651-9461.

Sincerely,



ERNESTO MAGANA, Chief
Monitor Advocate Office

cc: Geneva Robinson, Division Chief
Russell Best, Office Manager